

Job Title:	Immunisation Support Worker
Reports to (job title):	Business Support Team Leader
Line Manager to:	N/A

Job purpose

The post holder is a support worker in the School-Aged Immunisation team. The work will take part in a variety of settings, including schools, clinics and community venues delivering the National Childhood Immunisation Programme and Childhood Flu Campaign. This role involves support with collection and transportation of equipment from base to venue, front of house duties, meeting and greeting children, and includes administrative support to a range of frontline clinicians during an immunisation session. This work will always be under the direct supervision of a registered nurse.

Key responsibilities

Communication

- Ensure that high standards of customer service are provided by communicating effectively and appropriately with service users, children, colleagues, managers and a range of professionals from within and outside of the organisation. Respecting and valuing diversity of ethnicity, gender, age, social class and sexual orientation.
- Communicate effectively with a wide variety of professionals relevant to the role including public health nursing colleagues, education and general practice staff, public health, child health, and being able to respond to emergencies in a calm manner.
- Carry out reception duties effectively including answering the telephone, taking accurate messages, greeting visitors, responding to queries.
- Maintain effective working relationships with colleagues within the organisation.

Patient Care

- Provide non-clinical information (within the organisation's guidelines) to service users, colleagues and other professionals.
- Demonstrate an awareness of the complex issues surrounding confidentiality and consent for children and young people when providing care.
- Support the delivery of the service to children and young people by providing administrative support at immunisation sessions, to include (under the direct supervision of the nurse) school liaison, post immunisation area support to young people, maintaining cohort data, escalating any concerns to senior colleagues as required.

- Able to escalate effectively to nurses in emergency care situations as they arise e.g. anaphylactic reactions.
- Take appropriate action in relation to safeguarding concerns, working within HCRG Caregroup policies and pathways, to escalate any concerns identified to senior colleagues.

Analytical/Judgmental

- The postholder is required to use their personal judgement to escalate or refer issues to colleagues/managers within the guidelines provided by their line manager.
- Deal effectively with routine situations without further escalation (within the guidelines provided).
- Maintain accurate records of children who attend sessions and cross reference with lists provided. Ensure documentaiton is completed as required at the sessions.

Human Resources

- Attend statutory and mandatory training as required.
- Maintain a high standard of personal development.
- Participate and contribute to supervision sessions with line manager.
- Attend and contribute to team meetings, as able.

Health, Safety & Security

- Adhere to the organisation's policies and procedures in relation to health and safety
- Assist in maintaining the health and safety of self and others.
- Report risks to health and safety to line manager as appropriate.
- To assist in the cold chain process and ensure procedures are followed.
- Policy and Service Improvement
- Contribute to service development by making suggestions and expressing views about how systems and processes can be improved, and with the agreement of the Locality Business Support Manager, put these into effect.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients, and visitors. It is essential to always observe strict fire and security precautions.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Good general education eg GCSEs or equivalent.
- Computer literate, including accurate and efficient IT and keyboard skills.
- Approachable friendly manner
- Enthusiasm for working with children/young people
- Able to deal sensitively with anxious/distressed children and adults.
- Effective interpersonal, organisational and communication skills. Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing.
- Ability to work with discretion, sensitivity and maintain confidentiality.
- Develop and maintain positive professional relationships across clinical and non-clinical organisations.
- Good planning and organisational skills and ability to meet deadlines.
- Ability to work autonomously and as part of a team.
- Responsive attitude to delegation of tasks.

Desirable

- Relevant administrative or IT qualifications to NVQ level 2 or equivalent experience.
- Good working knowledge of Microsoft Office packages including Outlook, Word, Excel.
- Ability to use in-house data base systems
- Awareness of Safeguarding issues.
- Practical immunization session experience.